



b&b Albaro is a private apartment offering guests one or more bedrooms, with no access to the kitchen.

Upon arrival at b&b Albaro you will be requested an ID (Passport, ID card or Driver's Licence) and you will be given the keys to the room, the main door and the parking.

In addition to the daily room rate, the Tourist Tax of Genoa Municipality, to the amount of 1 euro per person per night (children under 10 years excepted), will be applied.

Full payment is required upon arrival at b&b Albaro and it is not refundable in case of anticipated departure. We accept cash and VISA credit cards.

Booking can be made via phone or email.

You will receive a booking confirmation with all the information about b&b Albaro and how to send a deposit equal to 30% of the entire cost of your stay to be transferred via bank transfer.

Keys

After payment you will receive the keys to the main entrance, the apartment and the room where you will be living. Please be careful not to lose your keys. In case of loss, you will be charged the entire sum for their replacement – 200 euros – as also the lock will need to be replaced, for security reasons.

b&b Albaro being a small, family-owned business, we don't have a reception open 24/7 as big hotels do. Guests are kindly asked to communicate their arrival time via phone at least 24 hours in advance. Showing up without advising about your arrival time can cause long delays, which cannot be considered a reason for complaints or refunds.

Unfortunately, at the moment we cannot accommodate dogs, but we are doing our best to solve this problem as soon as possible..

Arrival time (check-in e check-out)

- **Check-in** Usually after 1:00 pm ; an earlier time can be arranged when booking.
- **Check-out** By 10:00 am (late check-out not available).

Luggage

You are not allowed to leave personal items in the common areas. B&B Albaro declines all responsibility for luggage left unattended.



Breakfast is served from 8 am to 10am in the living room of B&B Albaro, while before 8 am in the café nearby, which offers special deals for our customers.

Cleaning is made daily, towels and bed sheets are changed every 3 days. We would appreciate if you could leave on the floor only dirty towels that need to be replaced.

Use of the kitchen is not allowed.

As you are provided with the house key, you are kindly asked to lock the house door any time you enter or leave, for your own and everyone's safety.

As the house door is shared and the other guests, as well as the staff, need to access the apartment, leaving the key in the keyhole is strictly forbidden.

Bringing other people inside, apart from the ones registered in the booking, **is not allowed.**

Consumption of alcohol or drugs and smoking **is not allowed** in the house. We want to protect non-smokers and future guests, as well as to comply with fire safety measures.

Taking meals in the bedrooms **is not allowed**. In this case, you will be charged for the extra cleaning.

You are kindly asked to take care of the house as if it was your own.

Please keep music and TV volume down not to disturb the neighbours. Also, in compliance with Police rules, please respect silence between 2pm and 4pm and between 10pm and 8 am.

Please close the windows and turn off the lights and air conditioning when you are not in the house.

We kindly ask you to advise B&B Albaro of your expected arrival time in advance.

Damage

You are kindly asked to make sure that water taps are closed properly after use and lights are off if not needed.

Also, please do not throw anything in the toilet or sink, which could obstruct the water pipes.

Any damage caused to the property by the customers, once the responsibility is defined, will be charged after agreement with the owner of the property.



Cancellation Policy

To confirm your booking, you are requested a deposit equal to 30% of the entire cost of your stay. You can send us your credit card details (we accept MasterCard and VISA), authorising the payment, or you can transfer via bank transfer, money or postal orders.

For any cancellations made in writing between 14 to 7 days before your due arrival date: your deposit will not be refunded. Although, when cancelling, B&B Albaro allows you to change your reservation and book another stay with us within the next 6 months, availability permitting. In this case, the deposit payed will be withheld for the new booking.

For any cancellations made in writing between 6 to 3 days before your due arrival date: you will be charged, as a penalty, with the first night's minimum amount for each of the rooms booked.

Any cancellations made between 2 days to the due arrival date will be considered no-show. In this case you will be charged, as a penalty, with an amount equal to 50% of the entire cost of your stay and the first night's minimum amount for each of the rooms booked.

Any anticipated departures from the dates of reservation will be considered on a case-by-case basis. The Direction reserves the right to withhold and request the entire amount of the stay previously booked.

In order to apply the above conditions, you will be asked to provide your credit card details and to agree and accept our Cancellation Policy.

Both parties have the right to appeal to the Court in case of major damage.

Thank you for choosing our B&B. We wish you a pleasant and lovely stay with us.

b&b Albaro